

## Topic: Consolidation of the Payment Schedule for Health Plan Administrators

### Background

In order to consolidate payment processing, the HCTC program has moved the date in which payments are made to health plan administrators (HPAs) for all HCTC participants. Payments made to most HPAs will now be on or around the 1st of the month.

### When Will HPAs Get Paid?

All new participants will have payments made to their HPA on or around the 1st of the month with one exception. Existing participants whose payments were made to HCTC between the 10th and the 27th of the month will now be consolidated and made to their HPA on or around the 15th of the month. With the consolidated payment schedule, HPAs can expect payments to be sent on or before existing due dates.

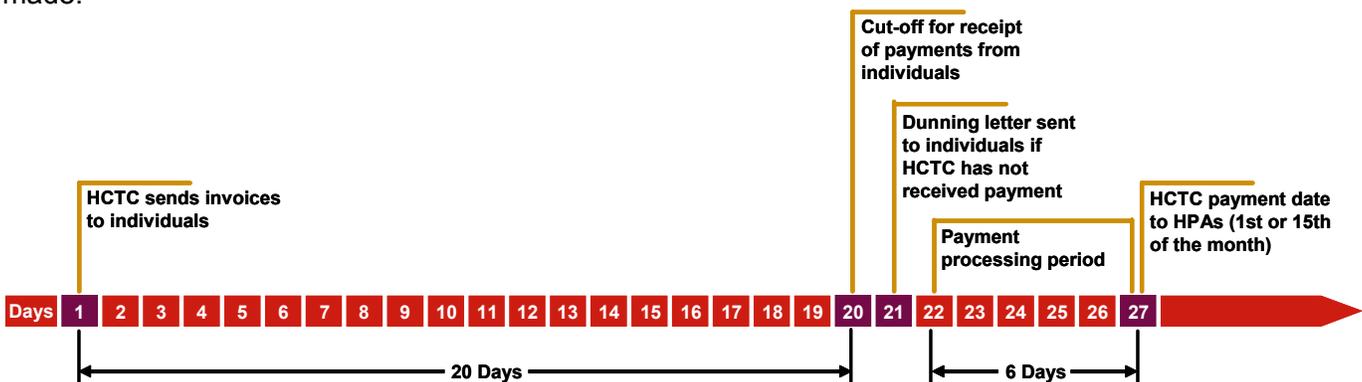
This change does not impact the sending of paper payment advice reports, as they will continue to be sent to HPAs after the payment has been made.

### How Does This Affect HCTC Participants?

Participants will be required to pay HCTC at least 8 days prior to the 1st or 15th of the month. Individuals not making payments on time will receive a letter informing them that the HCTC program did not receive their 35% payment at the appropriate time. These individuals will be instructed to pay the 100% premium directly to their HPA.

### Questions?

Any questions regarding this newsletter can be answered by the HCTC Customer Contact Center at 1-866-628-HCTC (4282). The Customer Contact Center is able to take your questions from 7:00 am to 7:00 pm Central Time.



HCTC Representative Billing Cycle

\*Updated Figure 6-1 from the "August 1<sup>st</sup> Implementation Document"

